

W-01303A-09-0343
SW-01303A-09-0343



0000105562

ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83374

Date: 11/30/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jay

Kopas

Account Name: Jay Kopas

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85046

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

*** ANTHEM WATER DISTRICT ***

RECEIVED
2009 DEC - 11 A 9:59
AZ CORP COMMISSION
DOCKET CONTROL

Customer sent the following -

There is no way they should be granted ANY increase to pay for the improvements or infrastructure. We were one of the "first Anthem families" and were NEVER informed that down the road there would be a huge bill to pay for the water. If we were, we never would have moved here. This increase would raise our monthly water and sewer bill to more than 200 dollars a month. We have no lawn, only basic desert landscaping and our water bill is outrageous. We are already struggling to make ends meet and an increase would put us over the top. No one would want to move here either if they knew of how astronomical the water bills are. That also hurts our resale value which has already been hit by the real estate downturn. Now this. We already have to struggle with the last increase which brought our bill from in the 70s a month to 130s each month. Now they are asking for another large increase. NO WAY. I vote every election and I do have a memory.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Arizona Corporation Commission
DOCKETED

DEC - 1 2009

DOCKETED BY [Signature]

Date Completed: 11/30/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2009 - 83374

W01303A-09.0343
JW01303A-09 0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83335

Date: 11/25/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Betty Last: Flaming

Account Name: Betty Flaming

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I am opposed to the rate increase proposal as it will draw millions of dollars per year from this community into Arizona American's pocketss for the same gallon of water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 11/25/2009

Opinion No. 2009 - 83335

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83336

Date: 11/25/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dr J.B.

Wyckoff

Account Name: Dr J.B. Wyckoff

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

AAWC has previously recently been granted large increases in revenue from we water,wastewater, arsenic users. Virtually all residents of the Sun City West H20 District are retirees looking forward to a 0% increase in our social security this year. AzAm should receive the same.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 11/25/2009

Opinion No. 2009 - 83336

W 01303A-09-0343
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 83337

Date: 11/25/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Juliet

Martin

Account Name: Juliet Martin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85027

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I attend church, shop and have many friends living in the area. I am permanently handicapped person and have a lower income. The rise of cost in any utility would mean a rise in cost for all consumers of the area. I would hope that our community could be self sufficient, be able to have pride, and dignity. This would mean making the living conditions affordable. Keep our world beautiful, and help us to sustain life with clean affordable water. Don't jeopardize our future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 11/25/2009

Opinion No. 2009 - 83337

W 01303A - 09-0343
SW 01303A - 09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83338

Date: 11/25/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Robert P.

Reiff

Account Name: Robert P. Reiff

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

A request for a 100.4% increase in revenue and rates is absurd. If they have somehow mismanaged their business so severely that they need to double their revenue then I suggest they look at ways to reduce their costs instead. For example, how much money are the managers and stockholders taking out of the company? Perhaps they should suffer the consequences of any mismanagement that has occurred. In this economy homeowners cannot afford it when the utility bills double.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 11/25/2009

Opinion No. 2009 - 83338

SW-01303A-D9-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83292

Date: 11/24/2009

Complaint Description: 08F Arsenic
N/A Not Applicable

First:

Last:

Complaint By: Howard

Weatherford

Account Name: Howard Weatherford

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

W-01303A-09-0343

Our-current water bill is \$165.00 per month, this is for a couple in a single family home. Whether you are retired or still working this is outrageous. Friends in other parts of the valley say they are paying \$35.00. If this continues, who will buy in Anthem? When we bought in 1999 Del Webb said don't worry about water, we just made a 100 year contract with the Aho Indians - I doubt that the Aho Indians are receiving a big increase. The only ones making a profit seems to be Del Webb/Pulte and Arizona American Water company. Please stand up for the residents of Anthem.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24/2009

W-01303A-09-0343

Sent to Richard Weiss In Phoenix for docketing.

End of Comments

Date Completed: 11/24/2009

Opinion No. 2009 - 83292

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83280

Date: 11/24/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John

Olson

Account Name: John Olson

Home: (

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER
DOCKET # W-01303A-09-0343

PUBLIC COMMENT FORM RECEIVED 11/18/09

We are residents here about 6 mos of the year. It seems to us that the rates here are already sky high. We spend the rest of our mos in Muskegon, Mi. Our water and sewer rates together average about \$45 every 3 mos there. When we are not there we pay an admin fee of \$8 every 3 mos. Here in Sun city West we average about \$62 per mo. Why are we paying so much here, especially for sewer even though we are not here.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/24/09

End of Comments

Date Completed: 11/24/2009

Opinion No. 2009 - 83280

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 - 83288

Date: 11/24/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** William **Last:** Witt

Account Name: William Witt

Home: (623) 556-1201

Street: 13916 W Pavillion Dr

Work: (000) 000-0000

City: Sun City West

CBR: cjwitty@cox.net

State: AZ **Zip:** 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

DOCKET # W-01303A-09-0343 SW-01303A-09-0343

***** PUBLIC COMMENT FORM RECEIVED 11/18/09 *****

William Witt
13916 W Pavillion Dr
Sun City West, AZ 85375
623-556-1201

With all due respect we think that a 26.2% increase in the wastewater is really excessively high. Don't you think that such an increase will be a burden on many people, with the economy the way it is. We have had this kind of action from all public entities, government and others. We are sick of the bureaucrats and their excessive spending. Yes water is important to us, but maybe salaries should be held firm until other spending is curtailed, especially those running the company.

Very truly yours,

William Witt

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/24/09

End of Comments

Date Completed: 11/24/2009

Opinion No. 2009 - 83288

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83209

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Mike **Last:** Wolin

Account Name: Mike Wolin

Home: (

Street:

Work:

City: Phoenix

CBR: r

State: AZ **Zip:** ..

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (

Nature of Complaint:

11/20/2009

W-01303A-09-0343

If this rate increase is passed on it will give us the highest community water rates in the state. In the current economic environment I know it would be an undeserved hardship for my family.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/20/2009

W-01303A-09-0343

Emaild to Richard Weiss in Phoenix for docketing.

End of Comments

Date Completed:

Opinion No. 2009 - 83209

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83229

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James C.**

Stuecken

Account Name: James C. Stuecken

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is: Cellular

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/20/2009

Docket # W-01303A-09-0343

From: Jimstuecken@aol.com [mailto:
Sent: Friday, November 20, 2009 2:14 PM
To: Utilities Div - Mailbox
Subject: Water Rate Increase for Anthem

My name is James C. Stuecken. I live at . E-mail address is;

Phone number is . The date is 11-20-2009.

Re docket W-01303A-09-0343, I am opposed to the proposed rate increase by Arizona American Water.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/20/2009

Docket # W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed:

Opinion No. 2009 - 83229

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83227

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Thomas**

Pierchala

Account Name: Thomas Pierchala

Home: (

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/20/2009

Docket # W-01303A-09-0343

From: Thomas Pierchala [mailto:

Sent: Thursday, November 19, 2009 6:15 PM

To: Utilities Div - Mailbox

Subject: Arizona Water co. Unfair rate increase. docket W-01303A-09-0343

Sirs, As residents of Anthem, AZ, we are very opposed to the rate increases that Arizona Water Co. proposes. They have already raised our rates to the extreme and now want more!!

Docket W-01303A-09-0343.
Thomas Pierchala

Anthem, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/20/2009

Docket # W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.
End of Comments

Date Completed: 11/20/2009

Opinion No. 2009 - 83227

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83223

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Frederick M**

Petersen

Account Name: Frederick M Petersen

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/20/2009

Docket # W-01303A-09-0343

As you know Del Webb/Pulte loaned millions of dollars to the water company to construct the infrastructure for the Anthem Water System. Del Webb/Pulte never informed any of the home buyers that the infrastructure for the Anthem Water System was not included in the price of their homes. Now Arizona American Water is requesting excessive water rate increases to pay Pulte back for the money loaned to construct the water system infrastructure. If I had known about this in advance, I would have never purchased my home in Anthem Country Club. I am completely against the Commission approving any more excessive rate increases for Arizona American Water to pay back Pulte for the money loaned to construct the water system infrastructure. This issue should be between Pulte and Arizona American Water and they should keep the Commission and home owners out of it. Please don't let Pulte and Arizona American Water get away with this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/20/2009

Docket # W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/20/2009

Opinion No. 2009 - 83223

SW-01803A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83204

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Paul **Last:** Tabasko

Account Name: Paul Tabasko

Home: ()

Street:

Work: ()

City: Goodyear

CBR: ()

State: AZ **Zip:**

is: E-Mail

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: ()

Nature of Complaint:

11/20/2009

SW-01428A-09-0103

W-01427A-09-0104

-----Original Message-----

From: Paul J Tabasko [mailto:]

Sent: Thursday, November 19, 2009 2:43 PM

To: Utilities Div - Mailbox

Cc:

Subject: Liberty Water rate increase

TO: Arizona Corporation Commission - Utilities Division

SUBJECT: Liberty Water Co. proposed rate increase

DATE: November 18, 2009

I am opposed to the rate increase proposed by the Liberty Water Company, sometimes called the Litchfield Park Service Company. It is excessive to say the least and may have no merit at all.

I have gathered information from the Liberty Water web site and listened to a presentation they gave at my community in Goodyear on November 16, 2009. The impact of this proposal on me personally is an increase of 94% in my monthly water bill. Taking a recent bill as an example; I paid \$45.35, but under the proposal I would have paid \$88.39. Taken in annual terms, that's an increase of \$529 over the \$544 I now pay, to over \$1000 a year. This proposal will have the same effect on thousands of residents living in the Liberty Water service area, essentially doubling their revenue overnight.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The reasons Liberty Water gave for such a high increase were: 1) there has been no rate increase in 8 years, 2) their operating costs have doubled since the last increase, and 3) \$58 million invested by their parent company needs to be repaid.

I think reason #1 is irrelevant. The fact that they haven't had a rate increase means nothing. Reason #2 is obvious considering they have more than tripled their business during that time frame with whole housing communities springing up everywhere. Therefore the increased revenue from those new customers should more than cover the increased operating costs.

Finally, reason #3 is the most ludicrous reason of all. The parent company is looking for a return on investment of between 12% and 28% depending on who does the math.

Since this parent company is in Canada, I believe we should give them the benefit of doubt. But someone should notify them that we're having an economic recession in the United States and ROI's are running a lot less down here as a result.

Liberty Water is the only supplier of water in my area. My community of Pebblecreek is a retirement community where many of us are on fixed incomes. It isn't right that we should be burdened with the excessive greed of a foreign enterprise.

I ask that my comments be included in your file and considered when you finally hear the Liberty Water proposal in January of next year.

Thank you for your time

Paul Tabasko

Piccadilly Road

Goodyear, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/20/2009

SW-01428A-09-0103

W-01427A-09-0104

Sent to Richard Weiss in Phoenix for docketing.

End of Comments

Date Completed: 11/20/2009

Opinion No. 2009 - 83204

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83205

Date: 11/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Brian**

Pollock

Account Name: Brian Pollock

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:**

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/20/2009

W-01303A-09-0343

Arizona-American's request would increase monthly rates by 100.4%.

How can the public be held accountable for Arizona American's lack of planning.

This is not some trivial increase! 100%

I trust the system and trust that the corporate commission was create to prevent just such an egregious action by a utility company. please help protect us from such a ill managed and greedy utility company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/20/2009

W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.

End of Comments

Date Completed: 11/20/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2009 - 83205
